

**Intellectual Property Law Group****Verizon Corporate Services Group Inc**

600 Hidden Ridge Drive  
Irving, Texas 75038  
MailCode HQE03H14  
Phone: 972/718-4800  
Fax: 972/718-3946  
E mail:  
christian.andersen@verizon.com

To: U.S. Patent and Trademark Office – From: Christian R. Andersen  
MAIL STOP: Amendment Specialist – Intellectual Property  
Examiner: H.A. AGDEPPA  
Group Art Unit: 2642

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Fax: 571-273-8300

Pages  
with 21  
Cover:


**FORMAL SUBMISSION OF:**

- 1) Transmittal Letter;
- 2) Supplemental Information Disclosure Statement with form PTO/SB/92; and
- 3) Response to Non-Final Office Action.

Title: SYSTEMS AND METHODS FOR PROVIDING AUDIO INFORMATION TO SERVICE AGENTS  
Serial No. 09/845,486  
Filing Date: April 30, 2001  
First Named Inventor: Joshua BERS  
Atty. No. 00-4064

**CERTIFICATE OF FACSIMILE TRANSMISSION**

I hereby certify that the above-referenced documents are facsimile transmitted to the Patent and Trademark Office on the date shown below:

  
Christian R. Andersen

Date of Transmission: August 19, 2005


#1742 v1

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<b>AMENDMENT TRANSMITTAL LETTER</b>				Docket No. 00-4064	
Application No. 09/845,486	Filing Date April 30, 2001	Examiner H. A. Agdeppa	Art Unit 2642		
Applicant(s): Joshua Bers et al.					
Invention: SYSTEMS AND METHODS FOR PROVIDING AUDIO INFORMATION TO SERVICE AGENTS					
<b>TO THE COMMISSIONER FOR PATENTS</b>					
Transmitted herewith is an amendment in the above-identified application.					
The fee has been calculated and is transmitted as shown below.					
<b>CLAIMS AS AMENDED</b>					
	Claims Remaining After Amendment	Highest Number Previously Paid	Number Extra Claims Present	Rate	
Total Claims	31	- =		X	
Independent Claims	8	- =		X	
Multiple Dependent Claims (check if applicable) <input type="checkbox"/>					
Other fee (please specify):					
<b>TOTAL ADDITIONAL FEE FOR THIS AMENDMENT:</b>					0.00
<input checked="" type="checkbox"/> Large Entity <span style="margin-left: 200px;"><input type="checkbox"/> Small Entity</span>					
<input checked="" type="checkbox"/> No additional fee is required for this amendment.					
<input type="checkbox"/> Please charge Deposit Account No. _____ in the amount of \$ _____ A duplicate copy of this sheet is enclosed.					
<input type="checkbox"/> A check in the amount of \$ _____ to cover the filing fee is enclosed.					
<input type="checkbox"/> Payment by credit card. Form PTO-2038 is attached.					
<input checked="" type="checkbox"/> The Director is hereby authorized to charge and credit Deposit Account No. <u>07-2347</u> as described below. A duplicate copy of this sheet is enclosed.					
<input checked="" type="checkbox"/> Credit any overpayment.					
<input checked="" type="checkbox"/> Charge any additional filing or application processing fees required under 37 CFR 1.16 and 1.17.					
Joel Wall Attorney Reg. No.: 25,648  VERIZON CORPORATE SERVICES GROUP INC. 600 Hidden Ridge Drive Mailcode HQE03H14 Irving, TX 75038 (972) 718-4800				Dated: <u>August 19, 2005</u>	

Amendment Transmittal

I hereby certify that this correspondence is being facsimile transmitted to the Patent and Trademark Office, facsimile no. 571-273-8300, on the date shown below.

Dated: August 19, 2005      Signature:  (Christian R. Andersen)